

# Safe Gas



*East Anglia*

**Terms & Conditions**

# CONTENTS

**Introduction ..... 3**

**First Steps..... 3**

**Response Time..... 3**

**Boiler Cover 1 - For Homeowners ..... 4**

**Boiler Cover 2 - For Landlords..... 5**

**Boiler & Plumbing Cover 3 – For Landlords ..... 6**

**Repairs ..... 7**

**Your Agreement..... 7**

**Your Responsibilities..... 8**

**Contacting us..... 9**

**Cancelling your agreement..... 9**

## INTRODUCTION

It is important you read these terms and conditions carefully, together with your statement confirming the products you hold, as these form the basis of your agreement with us. If anything is not correct on your statement, or if you have any questions, please email [safegaseastanglia@yahoo.co.uk](mailto:safegaseastanglia@yahoo.co.uk) or call 01440 421161. We (Safe Gas East Anglia) care about privacy and we protect your personal data. We recommend that you read our Privacy Notices, to understand how we collect and use your personal data and your data protection rights. Our Privacy Notices do not form part of the contract between you and us. You can find our Privacy Notices on our website [www.safegaseastanglia@yahoo.co.uk](http://www.safegaseastanglia@yahoo.co.uk)

## FIRST STEPS

### **Health Inspection**

Once you have purchased a boiler cover or have shown interest in taking out a boiler cover, our engineer will visit your property at the earliest convenience to carry out a health inspection. There will be three outcomes;

1. Your boiler passes the health inspection and boiler cover will commence / continue.
2. We ask you to carry out any works to be able to start boiler cover (You can refuse and cover will stop and any monies already paid will be refunded).
3. Your boiler fails the health inspection, we will not carry on with any cover and will refund any monies already paid).

### **Annual Service**

We will carry out your annual service as soon as possible to make sure your boiler is in great working order and is safe. We will aim to carry out following annual services within 12 months.

## RESPONSE TIME

If you find yourself with no hot water or heating, or both one of our engineers will be with you within 24 hours of contacting us in the winter months (1<sup>st</sup> October to 31<sup>st</sup> March) and within 48 hours of summer months (1<sup>st</sup> April to 30<sup>th</sup> September).

- ✓ Boiler
- ✓ Controls
- ✓ Heating System
- ✓ Boiler Service

£18 + VAT a month (£21.60 Inc. VAT)

**£0 Excess**

### What is covered

- **Repairs to:**
  - ✓ Only natural gas systems
  - ✓ Boilers up to 12 years old
  - ✓ The flue including the flue terminal up to one metre in length
  - ✓ Controls; programmer, thermostats, motorised zone valves and central heating pump
  - ✓ Gas supply pipe
  - ✓ Expansion tank, radiators, bypass and radiator valves
  - ✓ Cylinders and any immersion heaters.
  - ✓ The pipes that connect the central heating system
  - ✓ Annual service
  - ✓ Top up of inhibitor levels
  - ✓ CO detector and smoke alarm checks
  - ✓ Accidental damage
  - ✓ Unlimited callouts

### What is not covered

- ✗ Damage caused by lime scale, sludge or other debris if you have been advised to power flush
- ✗ Fixing showers, their parts and shower pumps
- ✗ Any controls designed for underfloor heating
- ✗ Repairing or replacing the flue if more than a meter long
- ✗ Supply of curved or designer radiators
- ✗ Repairing or replacing taps
- ✗ Repair or replacing of electrical elements in radiators
- ✗ Replacing CO detectors or smoke alarms

- ✓ **Boiler**
  - ✓ **Controls**
  - ✓ **Heating System**
  - ✓ **Boiler Service**
  - ✓ **Landlord Safety Certificate.**
- £20 + VAT a month (£24 Inc. VAT)**
- £0 Excess**

### **What is covered;**

- **Repairs to:**
  - ✓ Only natural gas systems
  - ✓ Boilers up to 12 years old
  - ✓ The flue including the flue terminal up to one metre in length
  - ✓ Controls; programmer, thermostats, motorised zone valves and central heating pump
  - ✓ Gas supply pipe
  - ✓ Expansion tank, radiators, bypass and radiator valves
  - ✓ Cylinders and any immersion heater and it is wired in timer switch.
  - ✓ The pipes that connect the central heating system
  - ✓ Annual service
  - ✓ CP12 Certificate
  - ✓ Top up of inhibitor levels
  - ✓ CO detector and smoke alarm checks
  - ✓ Accidental damage
  - ✓ Unlimited callouts

### **What is not covered;**

- ✗ Damage caused by lime scale, sludge or other debris if you have been advised to power flush
- ✗ Fixing showers, their parts and shower pumps
- ✗ Any controls designed for underfloor heating
- ✗ Repairing or replacing the flue if more than a meter long
- ✗ Supply of curved or designer radiators
- ✗ Repairing or replacing taps
- ✗ Repair or replacing of electrical elements in radiators
- ✗ Replacing CO detectors or smoke alarms

- ✓ **Boiler**
  - ✓ **Controls**
  - ✓ **Heating System**
  - ✓ **Boiler Service**
  - ✓ **Landlord Safety Certificate**
  - ✓ **Plumbing**
- £30 + VAT a month (£36 Inc. VAT)**
- £0 Excess**

### **What is covered;**

- **Repairs to:**
  - ✓ Only natural gas systems
  - ✓ Boilers up to 12 years' old
  - ✓ The flue including the flue terminal up to one metre in length
  - ✓ Controls; programmer, thermostats, motorised zone valves and central heating pump
  - ✓ Gas supply pipe
  - ✓ Expansion tank, radiators, bypass and radiator valves
  - ✓ Cylinders and any immersion heater and it is wired in timer switch.
  - ✓ The pipes that connect the central heating system
  - ✓ Annual service
  - ✓ CP12 Certificate
  - ✓ Top up of inhibitor levels
  - ✓ CO detector and smoke alarm check
  - ✓ Accidental damage
  - ✓ Unlimited callouts

All Repairs to plumbing on your property;

- ✓ Hot & Cold water pipes between internal stopcock up to and including taps, garden taps and the flexible pipes to kitchen appliances.
- ✓ Toilet siphons, isolation, ball and radiator valves.
- ✓ Water supply pipe from boundary of your property to your home.

### **What is not covered;**

- ✗ Damage caused by lime scale, sludge or other debris if you have been advised to power flush
- ✗ Fixing showers, their parts and shower pumps
- ✗ Any controls designed for underfloor heating
- ✗ Repairing or replacing the flue if more than a meter long
- ✗ Supply of curved or designer radiators
- ✗ Repairing or replacing taps
- ✗ Repair or replacing of electrical elements in radiators
- ✗ Showers and their parts, shower pumps, sanitary ware, spa baths, seals and grouting

- ✗ Radiators
- ✗ Any parts that boost your mains water pressure
- ✗ Water softeners, water filters and waste disposal units and taps that deliver boiling or filtered water
- ✗ Water pipes between your home and any detached out buildings
- ✗ Rain water pipes and guttering
- ✗ Swimming pools, fountains, ponds or water features, garden irrigation features, free standing garden taps and the water pipes running to and from them
- ✗ Frozen pipes that need defrosting where there is no other damage
- ✗ Any water supply pipe that doesn't supply your home
- ✗ Water meters
- ✗ Replacing CO detectors or smoke alarms

## REPAIRS

We will try to use parts from the original manufacturer or by our approved suppliers.

If any parts are obsolete or if your boiler is irreparable then we may have to cancel our agreement.

We will offer 20% discount on repairs that are not covered by our agreement or on a new boiler replacement if you have had 12 months or more cover with us.

## YOUR AGREEMENT

### **UK Law**

Your agreement is bound by the laws of England.

### **English Language**

Everything we write to you, including terms and conditions will be in English.

### **Prices and price changes**

Your statement shows the price of your agreement. That price will not go up or down over the period of agreement, unless you change your agreement. If we ask you to agree to proposed changes to your agreement, we will not make changes if you do not agree to them. If you and we agree any changes, then we will confirm what they are and when they apply. We will always contact you about any change to your price.

### **Payments**

You can pay for your agreement yearly or monthly. By cheque, or debit or credit card or by direct debit.

### **Renewals**

We will contact you at least 30 days before your agreement is due for renewal. We will review your payments annually based on claims history, age and health of boiler. If we do not get asked to cancel the agreement the direct debit will proceed.

## YOUR RESPONSIBILITIES

### Changing your address

If you move to a new home, you need to tell us as soon as possible. We will cancel your agreement at the old address and we can start a new agreement at your new address if you wish to continue with your cover. Your premium will be reassessed at your new property.

### Keeping us up to date

It is your responsibility to keep us informed of any changes to your contact details, including telephone numbers, address or email. If you change a boiler that is covered by us, you need to tell us the make and model of the new one, so we can check if we can still cover it. If we cannot cover your new boiler we may need to cancel or amend your agreement.

You should also check to see whether you still need the same level of cover, for example, if your boiler has a manufacturer's warranty.

### Missing payments under your agreement

Before we book your repair, or visit, we may ask you to pay any missing payments due. If you do not pay us money you owe, we or our agents will contact you to recover the money.

You agree we can take action to recover money that you owe, including by;

- Using money, you have paid us under another account, even if that account is for a different property.
- Using any money that we owe you (for example any credit balance you have with us)
- Selling your debt to a third party.

### Getting into your property

Our engineers will only work on your property if there is someone over the age of 18 there at all times during the visit. It is your responsibility to allow access to your property, if we cannot get access then we will not be able to complete the work, and then it is down to you to organise another appointment.

If you do not arrange an appointment, your agreement will still continue. After several failed attempts to get into your property we may cancel your agreement, but we will let you know beforehand.

### Authority to carry out work

If you are a tenant, you must ensure you have obtained the relevant consent from your landlord to enable you to give instructions to our engineer and that you pass job sheets and advice back to your landlord.

### Working in dangerous or unsafe conditions

We will not start or continue work in your home if we believe there is a health and safety risk, for example; hazardous chemicals, pest infestations, verbal or physical abuse or harassment. And we will not return to work until that risk has gone. If there is any asbestos that needs removing before fixing your boiler, then you are responsible for paying professionals to remove it.

### Under Warranty

If your boiler is under a third party warranty, it is your responsibility to make sure that any work we carry out does not affect your warranty.



## **CONTACTING US**

**Emergency** – 07813321829 / 07507310268

**Email us at** - [safegaseastanglia@yahoo.co.uk](mailto:safegaseastanglia@yahoo.co.uk)

**Call us on** – 01440 421161

**Write to us at** – Safe Gas East Anglia, 24 Jay Close, Haverhill, Suffolk, CB9 0JR

## **CANCELLING YOUR AGREEMENT**

You can cancel your agreement at any time by calling us on 01440 421161 or by emailing us at [safegaseastanglia@yahoo.co.uk](mailto:safegaseastanglia@yahoo.co.uk) or by writing to us at Safe Gas East Anglia, 24 Jay Close, Haverhill, Suffolk, CB9 0JR.

If you cancel within 14 days of taking an agreement out, we will give you a full refund. This is your cooling off period.

You can cancel at any time, if after 14 days then we will cancel your agreement as soon as you have made a request and any monies paid in advance will be refunded. If paying by direct debit, then we will cancel any future payments but you will also have to let your bank know to cancel the direct debit.

If you cancel after 14 days and work has been carried out on your property, then there maybe charges;

Boiler or central heating repairs or replacements = £120 + VAT per piece of work completed

Plumbing repairs or replacements = £70 + VAT per piece of work completed

Annual service or landlord safety certificate = £70 + VAT

### **When we can cancel your agreement**

We cancel your agreement if;

- You give us false information
- Your boiler does not pass our health inspection
- We find an existing fault during your first service or first breakdown
- We cannot find the parts we need to repair your boiler or system
- If your home is unfit or unsafe to work in
- You do not let us into your home despite several attempts
- We tell you to make permanent repairs or improvements and you do not
- You do not make your payments

If we cancel your agreement, we will give 30 days' notice in writing or via email. We will refund any monies paid in advance. If we have completed a repair, replacement or annual service then there maybe cancellation charges. See fee's above.